

	 <b>Weekly Report</b>							
		<b>12/12/2020</b>	<b>12/5/2020</b>	<b>November</b>	<b>October</b>	<b>September</b>	<b>August</b>	<b>YTD</b>
Index	# Indexes assigned (all metrics based on the workload assigned for the week)	476	500	2031	1596	2656	367	7494
	# Indexes Complete	387	423	1642	1338	2041	306	6023
	% Indexed Complete	81.3%	84.6%	80.8%	83.8%	76.8%	83.4%	80.4%
	# Indexes unreachable (Max Attempts)	86	76	381	238	596	26	1386
	% Indexes unreachable (Max Attempts)/(Assigned - missing phone numbers)	18.1%	15.2%	18.8%	14.9%	22.5%	7.1%	18.5%
	# Indexes Attempted calls (all completions + at least 1 attempt)	476	499	2030	1597	2649	332	7452
	Average time from Index Received to Index Reached	0.01:55.22	0.02:01.37	0.03:40.56	0.04:41.22	0.14:20.53	0.13:37.44	0.07:35:35
	Average Index Handle Time	0.00:10:52	0.00:10:52	0.00:10.58	0.00:16:20	0.00:14:04	0.00:11:41	0.00:13:10
Contacts	% Indexes completed within 24 hours of assignment (remove missing phone numbers from denominator)	81.47%	84.60%	76.75%	79.9%	61.9%	16.1%	72.21%
	% Indexes attempted calls within 24 hours of assignment (all completions + at least one attempt)	100.0%	99.8%	95.0%	98.2%	96.6%	23.2%	96.3%
	# contacts generated	1130	1441	5275	4331	5822	967	18619
	# contacts generated per Index Complete	2.9	3.4	3.2	3.2	2.9	3.2	3.1
	# contacts complete	991	1205	4468	3275	3818	758	14229
	% contacts complete	87.7%	83.6%	84.7%	75.6%	65.6%	78.4%	76.4%
	# contacts unreachable (Max Attempts + missing phone numbers)	110	198	769	729	1209	16	3036
	% contacts unreachable (Max Attempts + missing phone numbers)	9.7%	13.7%	14.6%	16.8%	20.8%	1.7%	16.3%
	# contact attempted (all completions + at least 1 attempt)	1093	1367	5165	3886	4718	800	16705
	Average Time from Contact Generated to Contact Reached	0.00:56:14	0.01:51:11	0.02:50:11	0.09:51:01	1.11:51:36	0.17:12:39	0.13:24:26
	Average Contact Handle Time	0.00:03:22	0.00:04:20	0.00:04:44	0.00:12:14	0.00:15:10	0.00:09:53	0.00:09:51
	% contacts completed within 24 hours of receipt of contacts (remove missing phone numbers from denominator)	89.05%	86.47%	84.21%	74.83%	55.43%	74.18%	73.94%
	% contacts attempted calls within 24 hours of receipt (all completions + at least one attempt)	98.0%	97.7%	96.1%	90.5%	69.9%	86.8%	87.5%
	Average Time from receipt of initial case name to full completion of all related contacts	0.02:16:57	0.05:31:28	0.06:51:05	0.17:41:43	2.07:01:49	1.11:53:23	1.19:25:49